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## Messages (Continued)

## Explanation of Terms

**Business Distribution Credit** - Applied during the winter billing period for non-residential electric heat and/or water heating customers on a qualifying rate.

**Bypassable Generation and Transmission Related Component** - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

**Cost Recovery Charges** - Charges to recover previously incurred costs.

**Customer Charge** - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**Kilovolt Amperes (KVA)** - Volts times amperes divided by 1,000. Actual measured power used for circuit sizing.

**Kilovolt-Amperes Reactive or kilovar (KVAR)** - The portion of electricity that establishes and sustains the electric and magnetic fields of ac equipment. It is used to control voltage on the transmission network.

**Kilowatt (KW)** - Unit of electric power representing a rate of consumption equivalent to 1,000 watts.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**School Distribution Credit** - A distribution credit that replaces the former Energy for Education II Program.

## Important Information

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Visit our web site** at <http://www.firstenergycorp.com>

**Write to us** at The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

**For customers who have a hearing or speech impairment** and use a text telephone, call the TTY (Teletype) at 1-800-750-0750.

**We welcome the opportunity** to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

**For your protection**, all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, or do not wish to participate, call 1-866-283-8081.